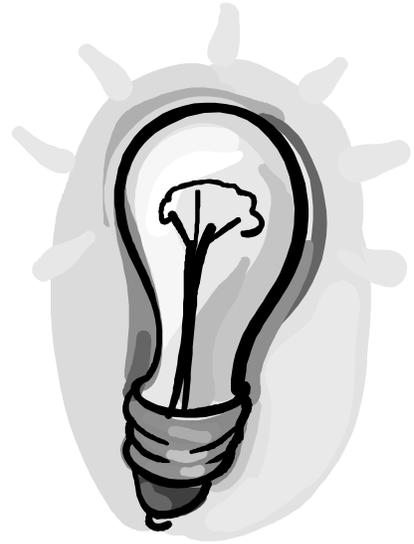


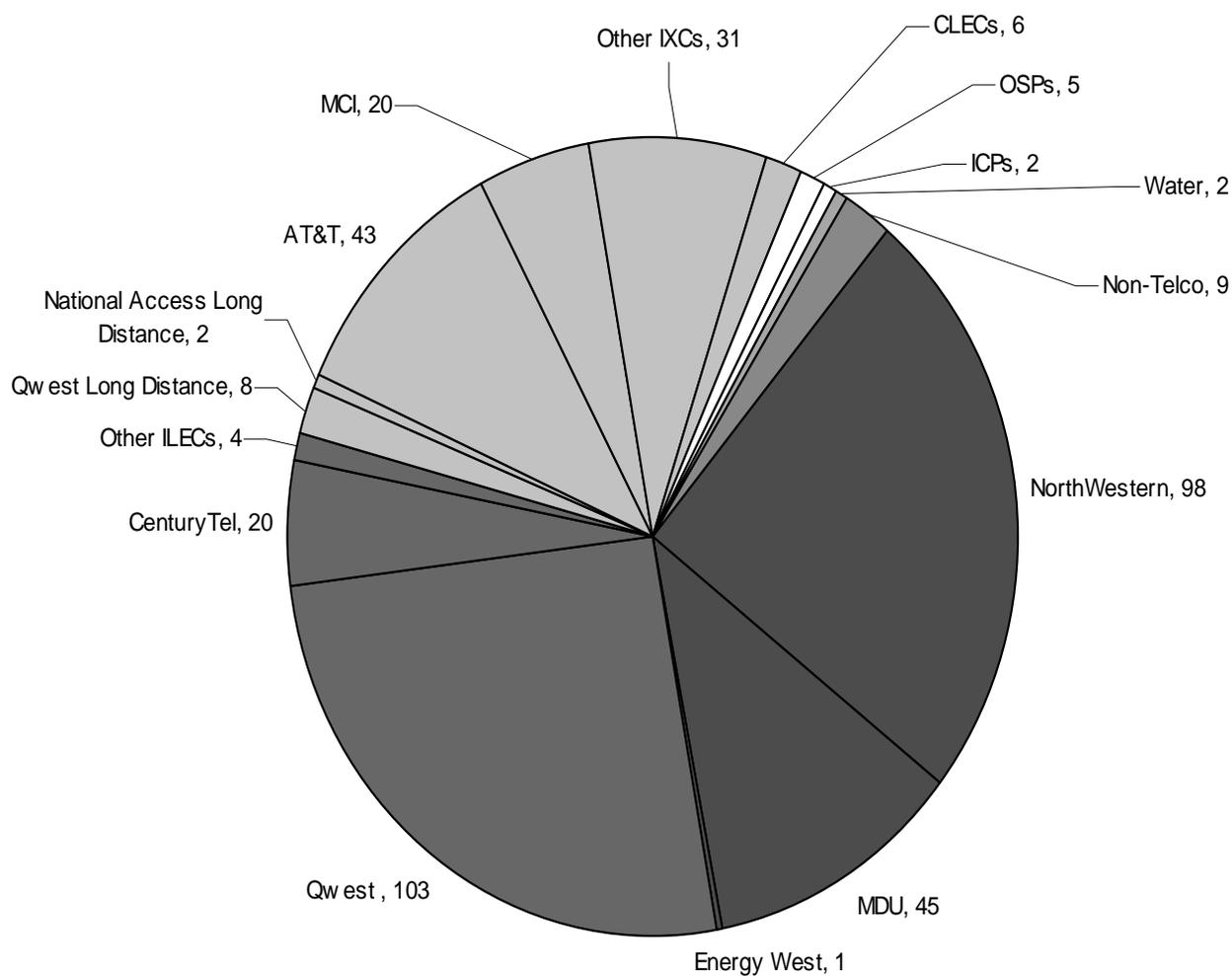
*Utility Consumer Complaints
Report, 3rd Quarter, 2004*



**Montana
Public Service
Commission**



3rd Quarter 2004 Complaints By Utility Total—399



OSP—Operator Service Providers
ICP—Inmate Calling Providers

Complaint Percentages By Utility

		<u>Weighted Average</u> (Based on '03 Customer Base)
NorthWestern Energy	24.56%	.028%
MDU	11.28%	.056%
Energy West	.25%	.004%
Qwest	25.82%	.028%
CenturyTel	5.01%	
Other ILECs	1.00%	
Qwest LD	2.01%	
National Access LD	.50%	
AT&T	10.78%	.035%
MCI	5.01%	
Other IXCs	7.77%	
CLECs	1.50%	
OSPs	1.25%	
ICPs	.50%	
Water	.50%	
Non-Telco	2.26%	

	100.00%	

Noted Changes From Last Quarter

1. Complaints dropped 17.7%. (485 to 399).
2. MDU's complaints decreased 45.1%. (82 to 45).
3. AT&T's complaints decreased 48.8%. (84 to 43).
4. NorthWestern's complaints dropped 4.9%. (103 to 98).
5. Qwest's complaints dropped by only one complaint. (104 to 103).
6. MCI's complaints increased 42.9%. (14 to 20).

Type and Number of Complaints By District*

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	21	27	27	22	27	124
2. Business Office	10	15	19	21	17	82
3. Cram	2	1	4	4	2	13
4. Payment Arrangements	11	14	14	4	10	53
5. Access to Business Office	1	5	7	4	5	22
6. Repair	10	1	5	5	2	23
7. Slam	0	2	9	4	4	19
8. Delay in Connection	4	0	6	2	4	16
9. Termination	5	7	5	3	3	23
10. Meter Questions	1	1	1	0	2	5
11. Pay-Per-Call	0	4	0	1	0	5
12. Deposits	0	1	0	5	4	10
13. Cost of Construction	0	1	0	0	0	1
14. Directory Listings	0	0	0	0	0	0
15. Quality of Service	0	0	1	1	1	3
<u>Total</u>	65	79	98	76	81	399

*District lines changed effective October 1, 2004

3rd Quarter 2004 Consumer Complaints By Category

